

Call Center Report

(May, June, July 2007)

Status Code	Description	# Calls			Total Requests by Status Code
		May 07	June 07	July 07	
AM	No Answer	7	8	0	15
AP	Application Request	2060	1856	1894	5810
BC	Billing Concern	187	105	129	421
CL	Closed (code used for billing)	251	126	107	484
CR	Completed Research (billing)	0	2	0	2
CS	Call Status	62	25	7	94
CU	Caller Hung Up	8	11	5	24
DE	DES Eligible	0	5	8	13
DM	Demographic	10	12	16	38
EA	Eligibility Questions	0	0	14	14
EN	Enrollment	3	1	7	11
GB	Generic Question from Public	42	61	28	131
GP	Generic Question from Provider	4	4	1	9
GR	Generic Question from Recipient	383	245	441	1069
ID	ID Card Issued	13	4	19	36
KC	KidsCare Generic Question	28	305	147	480
KD	KidsCare Demo	9	6	13	28
KE	KidsCare Eligibility	75	87	134	296
KO	KidsCare Other Generic Questions	506	348	297	1151
KW	KidsCare Worker	101	51	72	224
LT	KidsCare Letter	12	10	16	38
MO	MAO Question	0	1	2	3
MW	MAO Worker	1	0	0	1
NF	No Recipient Found (could be application request)	266	103	41	410
PE	Pre-Enrollment	0	1	0	1
PN	Pending (billing)	5	8	9	22
RH	Refer to Health Plan	0	1	0	1
SP	Spanish	4	0	0	4
VF	Verification	8555	6934	6656	22,145
ZZ	Citizenship	1	1	0	2
MONTHLY TOTAL		12,593	10,321	10,063	
GRAND TOTAL		32,977			